

Diversity Library Resource List

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BOOKS

"Developing Competency to Manage Diversity - Readings, Cases & Activities"

By: Taylor Cox, Jr. & Ruby L. Beale (1997) **Book No. 2**

This book builds on the authors acclaimed volume, Cultural Diversity in Organizations. It organizes learning and skill building for diversity around thirty-one activities that can change behavior. Additionally, this volume addresses a wide range of diversity issues through twenty-three timely readings and integrates ideas from the academic world with real-life experience in detailed case studies.

"Cultural Diversity in Organizations - Theory, Research & Practice"

By: Taylor Cox, Jr. (1994) **Book No. 3**

This book provides the most comprehensive base of knowledge yet assembled on cultural diversity and its effects on organizational behavior and performance. It offers a powerful conceptual model, and examines complexity of the topic on the individual, group and organizational level. When managers ask for evidence, this is the book to consult.

"Fast Forward - The Best Ideas on Managing Business Change"

By: James Champy & Nitin Nohria (1996) **Book No. 4**

This book is a collection of fifteen articles and interviews which consider the future of organizations, the process of accelerating change, and the new role of management. Change driven by information technology is moving us forward so rapidly that management is hard pressed to keep up. This book is designed to steer managers safely into the future, and contains contributions from the top executives and management thinkers of today.

"The Organization of the Future" By: The Drucker Foundation

Editors: Frances Hesselbein, Marshall Goldsmith & Richard Beckhard (1997)
Book No. 5

The second title in the Drucker Foundation Future Series comprises twenty-eight new essays, which include writings from best-selling authors, Fortune 500 CEO's and management scholars. Together these essays explore the challenges companies may face as they build the organizations of tomorrow.

"The Leader of the Future" By: The Drucker Foundation

Editors: Frances Hesselbein, Marshall Goldsmith & Richard Beckhard (1996)
Book No. 6

This book is about the future quality of our lives, our businesses, our organizations and our society. It documents the leadership required to move us into the exciting unknown. The contributors' selection of best-selling authors, world-renowned consultants and respected

executives provide readers with new insights and directions critical to becoming effective leaders of the organizations of tomorrow.

"Diverse Teams at Work - Capitalizing on the Power of Diversity"

By: Lee Gardenswartz & Anita Rowe (1994) **Book No. 8**

By the year 2000, 70% of new entrants to the workforce will be women and minorities. How will these diverse groups work together?

What can organizations do now to prepare for the diverse workteams of the future? This book shows how organizations can maximize the productivity of diverse teams and make differences among team members a plus, not a minus. This unique guide focuses on the human side of teamwork, and on helping teams build common ground, appreciate and capitalize on differences, and overcome the obstacles that diversity sometimes presents. Not a book about statistical process measures or analytical problem solving approaches, *Diverse Teams at Work* will inspire your team to recognize and welcome its differences and clear the path for extraordinary accomplishment as it draws on the many and varied gifts of its diverse members.

"The New Management - Democracy and Enterprise Are Transforming Organizations"

By: William E. Halal (1998) **Book No. 9**

Drawing on hundreds of examples from progressive companies, an international survey of 426 managers, and economic trends, author William Halal shows how enterprises and democracy are moving inside of business and government to transform institutions for the Information Age.

"Reengineering the Corporation - A Manifesto For Business Revolution"

By: Michael Hammer & James Champy (1993) **Book No. 10**

"America's business problem is that it is entering the twenty-first century with companies designed during the nineteenth century." So write the authors in this pioneering book on the most important topic in business circles today: reengineering - the radical redesign of a company's processes, organization, and culture. This book offers nothing less than a brand-new vision of how companies should be organized and managed if they are to succeed - indeed even survive - in the 1990s and beyond. It does not seek to make businesses better through incremental improvements - 10 percent faster here or 20 percent less expensive there. The aim of reengineering is a quantum leap in performance - the 100 percent or even tenfold improvements that can follow from entirely new work processes and structures. Building on their firsthand experiences, the authors show how some of the world's premier corporations use the principles of reengineering to save hundreds of millions of dollars a year, to achieve unprecedented levels of customer satisfaction, and to speed up and make more flexible all aspects of their operations. The key to reengineering is abandoning the most basic notions on which the modern organization is founded. The authors introduce the notion of process orientation, of concentrating on and rethinking end-to-end activities that create value for customers.

"Seeing Organizational Patterns - A New Theory and Language of Organizational Design"

By: Robert W. Keidel (1995) **Book No. 11**

This book explains that most organizational issues are a balance of three variables: individual autonomy, hierarchical control, and spontaneous cooperation. By learning to frame issues as trade-offs among these design variables, one can see underlying patterns that previously had not been visible - and thereby make more intelligent analyses, choices, and commitments than would otherwise be possible. This book converts organizational design into an art form of triangular patterns. Featuring vivid examples and consulting-based cases, it offers a wealth of theoretical insights and practical lessons. The author provides a set of conceptual lenses that enables you to see organizations more clearly, systematically, and imaginatively than ever before.

"Artful Work - Awakening Joy, Meaning, and Commitment in the Workplace"

By: Dick Richards (1997) **Book No. 14**

This book reminds us that work can be artful and that artfulness is the key to passion and commitment. It sings a provocative new tune for those trying to make work more meaningful and joyful, and organizations more committed to their purpose. Readers will learn to take an inspired approach to their work, renewing their experience of it as a creative, participate and purposeful endeavor.

"Workforce America! Managing Employee Diversity As A Vital Resource"

By: Marilyn Loden & Judy B. Rosener (1991) **Book No. 15**

This book prepares you for the workforce changes in the next decade, showing you how to foster teamwork and cooperation among diverse employees to enhance your organization's competitive advantage. This straightforward, practical guide shows that managing diversity as a vital resource can lead to increased creativity, innovation, and enhanced productivity - beneficial to both the organization and its employees.

"Redefining Diversity"

By: R. Roosevelt Thomas, Jr. (1996) **Book No. 16**

This book offers a completely new and wholly liberating definition of "diversity," provides new approaches to managing diversity while extending the concept to many other areas of business. Readers will learn how to use this broadened concept of diversity to better manage areas such as organizational redesign, globalization, strategic planning and human resources. The book features fascinating profiles of companies that are applying Thomas' ideas.

"Learning to Use What You Already Know"

By: Stephen A. Stumpf & Joel R. DeLuca (1994) **Book No. 17**

This action-oriented book shows readers how to find greater job and personal satisfaction by developing learning power from their own experiences. Each chapter offers an insight and lesson statement clarified through stories that reflect past experience and knowledge. It includes questions and illustrations.

"Complexity and Creativity in Organizations"

By: Ralph D. Stacey (1996) **Book No. 18**

Combining insights from the new science of complexity with insights from psychoanalysis, the author posits that repressing the anxiety caused by the unstable, ever-changing nature of today's business world also represses the creative impulses - the "spaces for novelty" - that allow members of a workforce to produce their best work. Using the science of complexity as a starting point, the author pulls together many insights into behavior and organizational functioning that currently lie at the edges of research and practice. This book invites people to explore what the new science might mean for understanding life in organizations, and shows how it can be used as a framework for understanding the processes that produce emergence rather than intentional strategies. The author presents an entirely new perspective on what it means for an organization to learn.

"Seeing Systems - Unlocking the Mysteries of Organizational Life"

By: Barry Oshry (1996) **Book No. 19**

This book explains why so many efforts at creating more satisfying and productive systems end in disappointment, and proposes an entirely new framework for dealing with human behavior. The author shows us how teams of top executives regularly fall into turf battles with one another; why organizational improvement efforts inevitably create tensions between the "good" cooperative workers and the "bad" resistant ones; how marriages seemingly "made in heaven" disintegrate. He demonstrates how these breakdowns in organizations result from our blindness to the human

systems of which we are a part. Finally, he shows how powerful, productive, and satisfying partnerships are created when we are able to recognize and stop these destructive "dances" and create new ones in which we understand and are respectful of one another and can work in productive partnership. This book takes us to a whole new level of understanding ourselves as human beings.

"Opportunity 2000 Creative Affirmative Action Strategies For a Changing Workforce"

By: The Hudson Institute (1988) **Book No. 21**

This book is about opportunity and how some people capture it. It is also about risk and how some people minimize it. Some people have the ability to seize opportunity and diminish risk, and we often call that talent "vision". This book presents a composite picture of how people in many diverse organizations approach, with vision, the common challenge of finding and expanding the potential of their human resources. This book is about getting, and staying, ahead of the curve.

"Beyond Race and Gender - Unleashing the Power of Your Total Workforce by Managing Diversity"

By: R. Roosevelt Thomas, Jr. (1991) **Book No. 22**

This book looks past affirmative action programs to focus on a better solution: transforming the roots of the corporate culture to reflect diversity.

"Human Resource Champions - The Next Agenda for Adding Value and Delivering Results"

By: Dave Ulrich (1996) **Book No. 24**

This book challenges Human Resource (HR) professionals to define the value they create and institute processes to measure their performance or face the inevitable outsourcing of their functions. The author identifies four distinct roles that the HR professional must assume and provides hands-on tools and specific recommendations to help them partner to deliver value and make their organizations more effective.

"Managers as Facilitators - A Practical Guide to Getting Work Done in a Changing Workplace"

By: Richard G. Weaver & John D. Farrell (1997) **Book No. 25**

Theoretically strong and practical, this book offers readers tools for managing change and organizational boundaries to achieve the results they want. The authors explain how individuals, groups and organizations experience change and work with boundaries - and what facilitators do to help. The authors present a model and concepts that have been applied successfully in manufacturing, telecommunications, health care, education, retail and other service businesses, government and other nonprofit organizations.

"How to Get Ideas"

By: Jack Foster (1996) **Book No. 26**

This book shows you - no matter your age or skill, your job or training - how to come up with more ideas, faster and easier. First, the author tells you how to condition your mind and become "idea-prone;" how to make the child within you and your sense of humor work for you; how to develop your curiosity, visualize your goals, rethink your thinking, combine different ideas, and overcome your fear of rejection. Then, he gives you a five-step procedure for solving problems and getting ideas, a proven procedure that takes the mystery and anxiety out of the idea-generating process, a procedure that works. Learn how easy it is to become more creative.

"PROVERSTY (Progressive/Diversity)"

By: Lawrence Otis Graham (1997) **Book No. 27**

The author of this book offers a new approach for transforming diversity, affirmative action and multiculturalism in the workplace from a hindrance into a powerful competitive advantage.

"Proversity" is Graham's new term for progressive diversity. Written in the form of a business novel, the book chronicles the education and enlightenment of Percy McGee, an average manager in an average company, as he overcomes his bias and learns to see beyond people's differences to recognize their strengths.

"Process Consultation Volume I - Its Role in Organization Development"

By: Edgar H. Schein (1988) **Book No. 29**

One of the persistent dilemmas that faces any manager or consultant is whether to give advice or to help others figure out a solution by facilitating their own problem solving processes. This book, intended for experienced consultants and managers, reaffirms the concept of process consultation as a viable model of how to work with human systems.

"Process Consultation Volume II - Lessons for Managers and Consultants"

By: Edgar H. Schein (1987) **Book No. 28**

This book clarifies the concept of process consultation as defined in the previous volume, Process Consultation: Its Role In Organization Development (1969), and introduces modifications and new ideas that elaborate on and have evolved beyond the material in the first volume. Included are such topics as cultural rules of interaction; initiating and managing change; intervention strategy; tactics and style; and emerging issues in process consultation. Volume II is an invaluable resource for anyone involved in the management of human processes in organizations.

"The Perfect Storm - A True Story of Men Against the Sea"

By: Sebastian Junger (1997) **Book No. 30**

This book is a real-life thriller that leaves us with the taste of salt air on our tongues and a breathless sense of what it feels like to be caught, helpless, in the grip of a force of nature beyond our understanding or control. The author takes us deep into the heart of the storm, depicting with vivid detail the courage, terror, and awe that surface in such a gale. He weaves together the history of the fishing industry, the science of storms, and the candid accounts of the people whose lives the storm touched.

"Workforce 2020 - Work and Workers in the 21st Century"

By: Hudson Institute Editors: Richard W. Judy & Carol D'Amico (1998) **Book No. 31**

The long awaited sequel to the influential book Workforce 2000 of the 80's, this book continues to vision into the future, and helps to prepare employers for what they anticipate to be America's future workforce.

"A Peacock In The Land of Penguins - A Tale of Diversity and Discovery"

By: Barbara "BJ" Hateley & Warren H. Schmidt (1994) **Book No. 32**

This book brings new insight to an important topic - workforce diversity. Written in a charming, engaging style, this "corporate fable" is a tale for our times. The story echoes one that is unfolding each and every day in organizations all across the country - how companies manage the increasing diversity of the workforce and capture the talent, energy and commitment of all their employees.

"The Content of Our Character - A New Vision of Race in America"

By: Shelby Steele (1990) **Book No. 34**

This book is a reflection of the author's views on Race in America and the balance of power between the races since the turbulent sixties.

"Control Your Destiny or Someone Else Will - Lessons in Mastering Change - from the Principles Jack Welch Is Using to Revolutionize GE"

By: Noel M. Tichy & Stratford Sherman (1993) **Book No. 35**

This bestseller chronicles the General Electric (GE) revolution and provides a peerless guide for managers facing intensifying competition and ceaseless change. Drawing on the authors' years of work in and around GE and their unprecedented access to CEO Jack Welch and other employees, this book defines a new paradigm for American

"The 7 Habits of Highly Effective People - Powerful Lessons in Personal Change"

By: Stephen R. Covey (1989) **Book No. 37**

This book presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, the author reveals a step-by-step pathway for living with fairness, integrity, honesty, and human dignity - principles that give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates.

"Coaching and Counseling - A Practical Guide for Managers and Team Leaders - A Step by Step Action Plan for Success"

By: Marianne Minor (1989) **Book No. 38**

In this book you will read and learn the benefits of coaching and counseling in the workplace, the characteristics of effective coaches and counselors, how to evaluate your skills through five case studies, and the ten key methods for giving effective feedback.

"Attitude - Your Most Priceless Possession - A Practical, Workable Guide to Better Human Relations!"

By: Elwood N. Chapman (1995) **Book No. 39**

In this book you will read and learn how a positive attitude can trigger enthusiasm and enhance creativity, how to keep people from stealing your positive attitude, the eight attitude adjustment techniques, and how attitude affects the work environment and career success.

"Effective Performance Appraisals - A Practical Guide for More Productive and Positive Performance Appraisals"

By: Robert B. Maddux (1986) **Book No. 40**

In this book you will read and learn how to establish a work climate conducive to appraisals, how to follow through with agreements reached with employees, why employees should do most of the talking during an appraisal, and how to involve the employee in all aspects of the appraisal process.

"Quality Interviewing - A Step by Step Action Plan for Success"

By: Robert B. Maddux (1994) **Book No. 41**

In this book you will read and learn the five interview styles, how to prepare a job specification worksheet, eight tips for gathering job related data from your applicant, and the five general principles governing applicant evaluation.

"New Employee Orientation - A Practical Guide for Supervisors - Proven Techniques for Both Permanent and Part-Time Employees"

By: Charles M. Cadwell (1988) **Book No. 42**

In this book you will read and learn why a planned orientation pays dividends, how to develop your company's orientation program, tips for having a successful new employee orientation, and how to develop a packaged overview of your organization.

"Motivating at Work - Empowering Employees to Give Their Best"

By: Twyla Dell (1993) **Book No. 43**

In this book you will read and learn why employees do not get their jobs done, the ten qualities employees want in a job, the three phases of empowering your staff, and the five steps (LEARN) to a happy, productive workplace.

Practical Guide to Better Meetings, Memos and Business Presentations"

By: Phillip E. Bozek, Ph.D. (1991) **Book No. 45**

In this book you will read and learn how to think of meetings as investments, how to use the F.A.S.T. formula to manage "meeting theft", how to revise, simplify, and clarify your business writing, and to use the B.E.S.T. recipe to organize your presentation points.

"The New Supervisor - A Guide for the Newly Promoted"

By: Elwood N. Chapman (1992) **Book No. 46**

In this book you will read and learn how to develop a positive managerial attitude, how to delegate employee tasks effectively, how to develop humanistic skills toward motivating your staff, and problem-solving techniques for the effective supervisor.

"Calming Upset Customers - Staying Effective During Unpleasant Situations - Proven Techniques to Handle Turmoil on the Job"

By: Rebecca L. Morgan (1996) **Book No. 47**

In this book you will read and learn why it is important to calm upset customers, what upset customers want you to do, how to use verbal cushions to show that you understand, and the 3 F's and how they will help calm customers.

"Beyond Customer Service - Keeping Customers for Life - Effective Programs for Retaining Your Customers"

By: Richard F. Gerson, Ph.D. (1992) **Book No. 48**

In this book you will read and learn the seven steps to a successful customer service system, how to develop your own customer retention program, 50 ways to keep your customers for life, and the seven checkpoints to successful customer retention.

"Learning to Lead - An Action Plan for Success - A Self-Improvement Program for Managers"

By: Pat Heim, Ph.D. & Elwood N. Chapman (1990) **Book No. 49**

In this book you will read and learn the difference between managers and leader/managers, the three sources of leadership power, how to develop your decision making skills, and the three primary ways to handle resistance to change.

"Human Dynamics - A New Framework for Understanding People and Realizing the Potential in Our Organizations"

By: Sandra Seagal & David Horne (1997) **Book No.**

This book presents a powerful framework for understanding the distinct ways in which we process

information, learn, communicate, relate with one another, manifest stress, maintain well-being, and develop as human beings. At the heart of this book are the three universal principles we all share in different capacities - mental, emotional, and physical - the fundamental threads that cross culture, age, race, and gender to unify us all.

"Workplace Diversity - a Manager's Guide to Solving Problems and Turning Diversity into a Competitive Advantage"

By: Katherine Esty, Richard Griffin & Marcie Schorr Hirsch (1995) **Book No. 53**
This book provides business managers with the creative and effective solutions they need to succeed in today's multifaceted and ever changing workplace. With insights into the most difficult and sensitive issues managers encounter, Workplace Diversity offers timely, practical, and invaluable guidance.

"Liberating the Human Spirit in the Workplace"

By: William Bickham (1996) **Book No. 56**
In this book the author tells why the authoritarian management styles that suited the fifties, sixties and even the seventies just don't work today. This book reveals how you can unlock your employees' creative energy and dramatically improve your own leadership skills. You will be able to identify and avoid management practices that perpetuate an unhealthy work environment. Learn how to avoid practices that cause workers to lose heart and commitment. Find out what goes into building a supportive work atmosphere that encourages involvement. Gain insights into the essence of a leader's job in today's rapidly changing workplace.

"The Fifth Discipline Fieldbook - Strategies and Tools for Building a Learning Organization"

By: Peter Senge, et.al. (1994) **Book No. 58**
This book holds a rich collection of exercises, suggestions, stories, and examples about how companies are making the learning organization a reality.

"Modeling for Learning Organizations"

Edited By: John Morecroft & John Sterman Productivity Press (1994) **Book No. 59**
Understanding how complex organizations function requires unique tools and methods. This book reveals the diverse approaches to system dynamics modeling and the many purposes modeling can serve.

"Billibonk and the Thorn Patch"

By: Philip Ramsey (1997) **Book No. 60 (A,B & C)**

Join Billibonk the elephant and his friends as they grapple with the challenges of living in the jungle - and as they untangle a stubborn set of systems problems at the same time! Underlying every thought provoking event in this story are important lessons about understanding natural interdependencies, recognizing your own role in problem-solving, doing what's best for the long term, and valuing collaboration. Problem Solving, Learning Mutual Respect and Thinking Systemically

"Frankl's 'Thorn Patch' Fieldbook"

By: Philip Ramsey (1998) **Book No. 61 (A&B)**
This companion guide to Billibonk & the Thorn Patch holds a wealth of practice activities, helps you explore how Billibonk's learnings might apply to your and your organization. Learn how to reframe problems, use diagrams to grasp key causal relationships, and work with "undiscussables" so you can focus on what really matters.

"Billibonk and the Big Itch"

By: Philip Ramsey (1998) **Book No. 62 (A&B)**

This second volume in the "Billibonk" series brings to life the power and wisdom of one systems thinking tool - the systems archetypes. This new adventure builds on "Billibonk & the Thorn Patch", taking you into the realm of the "Shifting the Burden" archetype. Discover how your organization can avoid the long-term costs of today's "quick fixes". Follow Billibonk as he learns how to get to the root of a problem, and see why designing a fundamental solution to your problem is more important than scratching the itch!

"Race, Gender & Rhetoric - The True State of Race and Gender Relations in Corporate America"

By: John P. Fernandez (1999) **Book No. 64**

FACT: 98% of America's top positions are still held by white males. FACT: Race and gender discrimination claims are still increasing after 34 years of law and affirmative action designed to end discrimination. Has the continuing lack of diversity at the top kept race and gender issues from receiving the priority they deserve? How can lingering issues of racism be solved? Backed by the author's 25 years of research and corporate experience, this book answers these controversial questions, and is corporate America's definitive work on the subject of gender and race relations in the workplace.

"The New Workplace - Transforming the Character and Culture of Our Organizations"

By: Pegasus Communications (1998) **Book No. 65**

This book explores key, overarching themes in the field of organizational learning, including the purpose of business, new concepts in leadership, and the challenges of enhancing our ability to learn. With its potent blend of rigorous concepts and practical suggestions, this book is an inspiring starting point for your own thinking about the workplace of the new millennium.

"On Dialogue"

By: David Bohm (1996) **Book No. 66**

During the past few decades, modern technology, with radio, television, air travel and satellites, has woven a network of communications that puts each part of the world in almost instant contact with all the other parts. Yet in spite of this worldwide system of linkages, there is, at every moment, a general feeling that communication is breaking down everywhere, on an unparalleled scale. The question of how we communicate is at the heart of this book. While the exercise of dialogue is as old as civilization itself, this book illuminates the underlying meaning, purpose and uniqueness of the authors work in this field.

"Who Speaks for Wolf - A Native American Learning Story"

By: Paula Underwood (1991) **Book No. 67**

This story about Native People and their struggle with the environment sends the message: To learn, one must seek deep understanding rather than superficial comprehension.

"Relinking Life and Work"

By: Rhona Rapaport, Lotte Bailyn, Deborah Kolb & Joyce Fletcher (1998)
Book No. 68

While studying obstacles to successful work-family programs in major companies, researchers made a surprising discovery: When companies legitimize employees' personal issues, workers are inspired to innovate in ways that enhance bottom-line business results! This volume - first published as a Ford Foundation report - argues strongly for joining strategic business practices with the realities of employee's lives.

"Creating Sustainable Organizations"

By: Sara Schley & Joseph Laur (1998) **Book No. 69 (A,B & C)**

In this book, the authors offer a new model - the triple bottom-line - for designing sustainable organizations. They also present success stories of actual companies that have achieved sustainability goals.

"Designing a Systems Thinking Intervention"

By: Michael Goodman, Richard Karash, Colleen Lannon, Kellie Wardman O'Riley & Don Seville (1997) **Book No. 70 (3 copies)**

This book reveals how to design a systems thinking intervention, including identifying and diagramming problems, testing theories, and modeling. Join the Bijou Bottling team, as they address an all-too-common problem: late deliveries to customers.

"The Soul of Corporate Leadership - Guidelines for Values-Centered Governance"

By: William J. O'Brien (1998) **Book No. 71**

How can we move from hierarchical governance to an organizational system based on principles? In this book, the author shares insights he gained over the many years he served as CEO of the highly successful Hanover Insurance Company. Learn how four key principles - localness, merit, openness, and leanness - can guide people to achieve their best selves.

"The Challenge of Change in Organizations - Helping Employees Thrive in the New Frontier"

By: Nancy J. Barger & Linda K. Kirby (1995) **Book No. 73**

This book shows you how to provide people with the kind of information and support they need to deal positively with the impact of change on their work lives. Distinguishing itself from the current literature on organizational change, this book focuses on what people as individuals need in times of change and transition. It shows how different people respond and contribute to change differently, and explains what you can do to help people adapt to a new mission statement and a new organization.

"The Nibble Theory and the Kernel of Power: A Book about Leadership, Self-Empowerment and Personal Growth"

By: Kaleel Jamieson (1989) **Book No. 76**

This creative theory about growth and self-empowerment compares a person to a circle that has the unique ability to keep expanding.

"Managing to Have Fun"

By: Matt Weinstein (1996) **Book No. 77**

Most organizations don't realize that fun, laughter and play are the very qualities that can reduce stress, promote loyalty and double output. This book combines an inspirational tone with sound business know-how to improve team performance and gain a distinct competitive advantage.

"The Managerial Mirror - Volume 1 - Competencies"

By: Scott B. Parry (1997) **Book No. 78**

This collection of 32 hands-on, experiential exercises, will give you insight and feedback on eight areas of managerial effectiveness. Each exercise contains an assessment, instructions for self-scoring, and interpretation of results. The data will help you identify personal strengths and weaknesses; gain insight into the competencies and values needed to manage effectively; and will prepare an individual development plan that will speed your growth and maturity as a

manager. Volume 1 - Competencies includes 16 self-assessments in the areas of communication, supervision, administration and cognition.

"The Managerial Mirror - Volume 2 - Qualities"

By: Scott B. Parry (1997) **Book No. 79**

See description for Volume 1. Volume 2 - Qualities includes 16 self-assessments in the areas of leadership, personality, management style and work environment.

"Principle-Centered Leadership"

By: Stephen Covey (1991) **Book No. 80**

Ineffective people try to manage their time around priorities, whereas effective people lead lives and manage their relationships according to principles - natural laws and governing values that are universally valid, says the author of the best-selling The 7 Habits of Highly Effective People. Leadership is the ability to apply these principles to problems, resulting in quality, productivity, profitability, and win-win relationships. This guidebook to personal fulfillment and professional success through "principle-centered leadership" invites readers to center their lives and leadership around timeless principles. Covey shows how no person or organization can be content to stay where they are - how the goals of excellence and total quality express an innate human need for progress in personal, interpersonal, and organizational life, and demonstrates how lifelong learning can empower relationships at work and at home.

"Chicken Soup for the Soul at Work"

By: Jack Canfield, et al (1996) **Book No. 81**

In this popular best-seller, the reader is offered instant uplift to the spirit. Whether you are just beginning your career or thoroughly experienced at your job, will be inspired by the stories in this wonderful collection. The stories speak of courage, joy, empathy, creativity and overcoming the obstacles. In today's world of changing economies and workplace practices this book provides refreshing examples of the resilience of the human spirit. Enjoy it and share it with others.

"The Wisdom of Teams - Creating the High-Performance Organization"

By: John Katzenbach & Douglas Smith (1993) **Book No. 82**

The authors of this book were interested in understanding what lessons actual teams and non-teams had for others who choose to struggle with change and performance. They took this direction in the approach of their book, by contrast, to the thousands of books written on teams that focus on persuading readers that "teams are important" or providing how-to advice on building teams as an objective itself.

"Organizational Culture and Leadership"

By: Edgar Schein (1992) **Book No. 83**

The second edition of this widely read classic by organizational development pioneer Edgar H. Schein transforms the abstract concept of culture into a tool that managers and students can continually use to better shape the dynamics of organization and change. Focusing on the complex business realities of the 1990s, the author draws on a wide range of contemporary research to redefine culture and demonstrate the crucial role leaders play in successfully applying the principles of culture to achieve their organizations' goals. The result is a vital aid to understanding and practicing organizational effectiveness.

"Putting Total Quality Management to Work - What TQM Means, How to Use It and How to Sustain It over the Long Run"

By: Marshall Sashkin & Kenneth Kiser (1993) **Book No. 84**

"This is the essential book on TQM, the book everyone has been waiting for, to describe in useful

detail what TQM is all about. It is must reading for anyone wanting to create effective, high-performing organizations." Warren Bennis, author of On Becoming a Leader

"Intervention Skills - Process Consultation for Small Groups and Teams"

By: W. Brendan Reddy (1994) **Book No. 87**

Written by a leader in small-group dynamics, this reader-friendly guide presents a focused, integrated framework for intervening in groups. It will help you: make impactful group interventions that lead to desired outcomes; determine the appropriate type and depth of intervention-concepts critical to understanding group process consultation; and understand the style, role, and competencies required of the leader or facilitator.

"Systems Archetypes I - Diagnosing Systemic Issues and Designing High-Leverage Interventions"

By: Daniel H. Kim (1994) **Book No. 90**

This publication is designed to help you better understand the basic structure and story line of each of the archetypes. Systems archetypes are one class of tools that capture the "common stories" in systems thinking - dynamic phenomena that occur repeatedly in diverse settings. They are powerful tools for diagnosing problems and identifying high-leverage interventions. Each two-page description leads you through an archetype and outlines how you can use the archetype to better understand your own business issues.

"Systems Archetypes II - Using Systems Archetypes to Take Effective Action"

By: Daniel Kim (1994) **Book No. 91**

This companion guide to Systems Archetypes I provides a step-by-step process for using each of the archetypes in a particular setting or context. More than just a how-to guide, this booklet provides a grounded approach to problem diagnosis and intervention that can lead to effective action. Learn how to use the archetypes as diagnostic tools for understanding a current situation; as planning tools, to anticipate and plan for future consequences; and as theory-building tools, to build a growing body of knowledge about our understanding of the world.

"Court Ordered Benefits for Former Spouses"

By: U.S. Office of Personnel Management (1997) **Book No. 97**

This pamphlet is for Federal employees or their spouses who want general information about how their retirement and insurance can be affected by a court order related to a divorce or separation.

"SOURCES - A Partial Guide to Speakers, Videos, Books & Articles about Diversity in the Workplace"

By: International Association of Business Communicators (1993) **Book No. 98**

This bibliography was produced to help International Association of Business Communicators' chapters and other groups explore diversity and choose speakers and consultants on diversity topics.

"Domestic Partner Benefits - Mini Survey"

By: Society for Human Resources Management (SHRM) (1997) **Book No. 99**

This report provides an analysis of the SHRM 1996 Domestic Partner Benefits Mini-Survey results which are based on the response of 777 human resource professionals. The survey, funded by the SHRM Foundation, was faxed to 3,000 randomly selected SHRM members in October 1996. This survey is part of the SHRM Issues Management Survey Series, which provides human resource professionals with data on cutting edge issues and trends.

"Sexual Orientation"

By: The GilDeane Group (Article Reprints 1992, 1994, 1995) **Book No. 102**

This article packet contains six articles that look at dealing with sexual orientation in training sessions, resources for gay and lesbian issues, working with gender, sexual orientation at work, and the needs of gay women.

"White Men"

By: The GilDeane Group (Article Reprints 1992, 1994, 1995) **Book No. 103**

This article packet contains seven articles on how White men engage diversity issues: understanding oppression, how to include White men, blue-collar workers and prejudice, White male backlash, the Men's forum at DuPont, and more.

"The Manager's Diversity Responsibilities"

By: The GilDeane Group (Article Reprints 1991, 1992, 1993, 1994) **Book No. 104**

This article packet contains ten articles that identify what managers can do to make a difference. It includes the manager's skills list, and looks at flexibility, performance reviews, interviewing, language differences, and counteracting subtle prejudice.

"Diversity Simulation Games"

By: Sivasailam Thiagarajan, Ph.D. (1995) **Book No. 105**

This book contains five diversity games to explore diversity concepts and skills. It includes a game selection guide and debriefing questions.

"Career Anchors - Discovering Your Real Values"

By: Edgar Schein (1990 Revised Edition) **Book No. 106B**

This booklet was designed to help you identify your career anchor and to think about how your values relate to your career choices. When you know your career anchor, you empower yourself to confront career choices and decisions in a manner consistent with what you truly value and how you really see yourself. Your *career anchor* is a combination of perceived areas of competence, motives, and values that you would not give up; it represents your real self.

"Career Anchors - Trainers Manual"

By: Edgar Schein (1985) **Book No. 106A**

This manual is intended for the use of a trainer in conducting a workshop on the subject of career anchors. It accompanies the participant book entitled Career Anchors: Discovering Your Real Values. The purpose of a workshop built around this book is to help the participants to understand the meanings and implications of their past decisions about their careers.

"Learning Organizations - Developing Cultures for Tomorrow's Workplace"

Edited by: Sarita Chawla & John Renesch (1995) **Book No. 139**

What is a learning organization? How does a company become one? This comprehensive collection of essays is rich in concept and theory as well as application and example. Includes essays written by many of the most respected practitioners and scholars on the topic of learning organizations, including Charles Handy, Rosabeth Moss Kanter, Daniel H. Kim, Fred Kofman, and Peter Senge.

"Managing Diversity in the New Reality - A Handbook for Diversity Managers"

By: Fred Soto (1997) **Book No. 140**

This book is based on more than 15 year of personal research on the impact of leadership in programs involving organizational effectiveness, diversity, personnel management and conflict

resolution. The author presents a series of internal strategies for improving the quality, content and direction of diversity programs in multi-cultural organizations. He explains a variety of new topics including the "new reality" of the diversity manager; a working definition of diversity; and the reasons organizations need diversity to succeed. He then outlines a plan of action for a diversity manager and how to make diversity a reality in your organization.

"Diversity: Straight Talk from the Trenches"

By: Fred Soto (1996) **Book No. 141**

What is diversity? Is diversity making a positive impact? And, if not, what should be done? In this book, the author examines these questions and provides some practical solutions to real life problems. He outlines "nuts and bolts strategies" that can work in your organization and he identifies the pitfalls and risks that lie in the path of a successful diversity initiative.

"Care Packages for the Workplace: Dozens of Nice Things You Can Do to Regenerate Spirit at Work"

By: Barbara Glanz (1995) **Book No. 146**

This wonderful little book offers dozens of simple "brighten-the-day" ideas. It is filled with the kind of motivation that will enliven communication, increase employee appreciation, and add more fun to the place where people spend most of their waking hours.

"Conservation of Fish & Shellfish Resources: Managing Diversity"

By: James Thorpe (editor) Academic Press Limited (1995) **Book No. 147**

Fish and shellfish comprise annually nearly 70 million tons of the world's edible animal protein, one-third of the animal protein consumed in the developing world. However, in many instances the often vast original stocks have been overexploited, and even driven to the point of extinction. Except for currently farmed species, little has been done to maintain and protect genetic stocks for replenishing affected areas. Indeed, maximizing harvests threatens genetic diversity and therefore future animal populations. This book addresses this, by reviewing the current status of genetic resource management, its needs and constraints, human impacts such as pollution, and problems posed by different species and life-styles, all in relation to sustainable commercial production and conservation. This complex picture is then illustrated by four contrasting groups: Atlantic salmon, cupped oysters, common and Chinese carps, and Nile tilapia. Nine leading aquatic population and production geneticists, aquaculturalists, and behavioral and development ecologists have collaborated to produce this volume, which is the first to explore these important areas in aquatic biodiversity. This will be invaluable to all scientists, policy makers and advisors in their efforts to develop and coordinate real solutions to the conservation problems being posed in marine and freshwater environments.

"The Change Agent's Handbook"

By: David Hutton (1994) **Book No. 150**

This book is a personal survival guide, not just for the "official" change agent, but for anyone who is striving to create positive change within an organization. Being a change agent is exciting, fulfilling work, but can carry a significant risk for those who are unprepared, or who do not understand what they are getting into. This first-of-its-kind guide leads you through the entire process of assessing each situation, getting established in your new role, preparing to launch the process, creating a detailed plan for the transformation, managing the ensuing changes, and learning from the experience - all from the change agent's perspective.

"A Simple Path" By: Mother Teresa (1995) **Book No. 153**

Mother Teresa shares the thoughts and experiences that have led her to do her extraordinary charitable work. A candid look at her everyday life - at the very simplicity and self-sacrifice that give her the strength to move mountains - "A Simple Path" gives voice to the remarkable spirit who has dedicated her life to the poorest among us.

"Contemporary Conversations - Understanding and Managing Diversity in the Modern World"

By: Linda Human (1996) **Book No. 165**

This practical text forms the basis of practical skills training in managing diversity and personal empowerment. It draws on experiences in Southern and West Africa as well as elsewhere in the world.

"Balancing the Scales: Guidelines for Increasing Biodiversity's Chances Through Bioregional Management"

By: Kenton R. Miller (1996) **Book No. 166**

Storm-battered islands of biological diversity in a sea of human settlement: that may well be the fate of the world's parks and natural areas as wildlands give way to farm, pasture and settlements. Lands set aside for conservation have been at the center of the world's efforts to protect biological diversity, and that strategy is under siege. This book explores what can be done to shore up these vital areas, and as important, maintain key habitats, species and genetic materials wherever they are found across human modified landscapes while fostering their careful use.

"The Diversity Advantage - A Guide to Making Diversity Work"

By: Lenora Billings-Harris (1998) **Book No. 168**)

This book provides specific tactics to help you CLARIFY THE DIFFERENCE between treating people equally versus treating everyone the same; IMPLEMENT DAY-TO-DAY PRACTICES to help you create an inclusive environment; SEE PEOPLE AS INDIVIDUALS while creating an environment to take advantage of the strengths of the team; and to UNDERSTAND THE CURRENT GOVERNMENT RULES and regulations as they apply to businesses - large and small.

"Managing By Values"

By: Ken Blanchard & Michael O'Connor (1997) **Book No. 171**

This book provides a practical, proven new solution for addressing the issues of increasing change - technological, cultural, social, economic, and personal - the net effect of which is increasing anxiety, insecurity, and more pressure than perhaps ever before on today's employees, managers, and business owners. This reading provides a framework for stability, continuity, and growth in the midst of these challenges.

"A Beginner's Guide to Systems Thinking"

Edited by: Colleen P. Lannon (1994) **Book No. 172**

This quick, 8-page guide to the basics of systems thinking explores the different elements of the systems thinking "language" and basic guidelines for drawing causal loops, and includes a palette of 10 different systems thinking tools and a glossary of systems thinking terms.

"Building a House for Diversity"

By: R. Roosevelt Thomas, Jr. (1999) **Book No. 174**

In this book, the author, one of America's most respected experts on diversity, uses the metaphor of giraffes and elephants - insiders and outsiders - to examine our assumptions about power, influence, affirmative action, and acceptance of "the others". This richly accessible guide will have you thinking about these critical issues in a whole new way. It will also show you how to develop the quantifiable set of skills that are the essence of diversity management. This book will get you and your organization started on breaking down and rebuilding the walls, and handling the inevitable tension and complexities that are healthy signs of change. Its creative and practical approach will help you achieve a new level of maturity in the way you think and act about diversity.

"Getting Grounded: A Diversity Management Handbook"

By: R. Thomas Consulting & Training. (1998) **Book No. 175**

This powerful "how to" handbook is for organizational leaders intent on implementing an efficient and effective diversity management effort. It highlights some of the key elements of the Strategic Diversity Management Process. It can provide direction and structure as you and your organization prepare to create a Managing Diversity environment.

"Managing Diversity: A Practical Guide"

By: Kenneth Burger and Alvin Ray. (1997) **Book No. 176**

The "Hammer Award" winning authors of this easy-to-read book explore new diversity issues which each agency should incorporate to ensure an effective, and highly productive, work environment. The authors use proven examples to guide the reader through implementing a successful diversity initiative. Topics such as: resistance to change, education and training, legal and moral issues, getting top management support and a comprehensive demonstration project, are discussed in an easy-to-implement format. The authors believe that the information presented here truly represents an extremely practical and valuable method of managing diversity in a way which is inclusionary of all groups and cultures that make up today's diverse workforce without excluding any of them.

"Diversity of Oceanic Life - An Evaluative Review"

The Center for Strategic and International Studies (1992) **Book No. 177**

As nations grapple with issues of economic development and global change, little attention has been given to expanding our knowledge about the diversity of life in the 70 percent of earth's surface that is oceanic. In this volume outstanding scientists of several nations reach consensus regarding the state of our knowledge about oceanic life, the demands and expectations for the field, the deficiencies and gaps in our knowledge base, and the steps that must be taken now to preserve existing knowledge and advance the field.

"Year of the Ocean - Discussion Papers - March 1998"

Prepared by the U.S. Federal Agencies with ocean-related programs (1998)
Book No. 178

The United Nations declared 1998 as the International Year of the Ocean. This set of discussion papers address a variety of themes and issues - what is working well and what is not working well, needs, and opportunities for the future. They are intended to provide background information needed to assist the private and the public sectors to work together to promote the conservation, exploration, and sustainable use and national security interests of the ocean.

"Solving the Global Change Puzzle - A U.S. Strategy for Managing Data and Information"

A Report by the Committee on Geophysical Data, Commission on Geosciences, Environment, and Resources, National Research Council (1991) **Book No. 179**

Successful management of data and information is critical to the success of the U.S. Global Change Research Program (USGCRP). Present data management for scientific research is barely adequate. The USGCRP requires a new system of data and information management to meet its needs. "System" being the interconnected process of gathering, processing, evaluating, archiving, and distributing of data, products, and information. This report describes data and information management needs, reviews the status of existing components, gives a vision of how a global change data and information system might evolve, and proposes a strategy for future actions.

"Emotional Intelligence - Why it can matter more than IQ"

By: Daniel Goleman (1995) **Book No. 181**

Is IQ destiny? Not nearly as much as we think. This book argues that our view of human intelligence is far too narrow, ignoring a crucial range of abilities that matter immensely in terms of how we do in life. Drawing on groundbreaking brain and behavioral research, the author shows the factors at work when people of high IQ flounder and those of modest IQ do surprisingly well. These factors, which include self-awareness, self-discipline, and empathy, add up to a different way of being smart - one he terms "emotional intelligence." While childhood is a critical time for its development, emotional intelligence is not fixed at birth. It can be nurtured and strengthened throughout adulthood - with immediate benefits to our health, our relationships, and our work.

"Navigating mid-life - Using Typology as a Guide"

By: Eleanor S. Corlett & Nancy B. Millner (1996) **Book No. 186**

This book portrays how midlife can be a time of opportunity rather than crisis, and builds on Jungian theory and the typology of Myers-Briggs Type Indicator (MBTI) personality inventory to provide understanding and encouragement through this transaction. Drawing on the personal accounts of hundreds of clients and workshop participants, the authors show how the ability to see our build-in pattern of preferences - our psychological type - clarifies our strengths and weaknesses, validates who we are, and lessens the need to project our demands and desires onto others. Armed with this knowledge, we can go forward in the psychological work of midlife to discover our authentic self, unique mission, and purpose. Whether in our 30's, 40's, or 50's, each of us eventually awakes to the recognition that we have crossed the line we instinctively call the middle of life.

"The Inner Image - A Resource for Type Development"

By: William Yabroff (1990) **Book No. 187**

This book explores guided imagery as a method for discovering the symbolic dimensions of psychological type. The author, based on his own pioneering research, presents a fascinating technique, called *purposeful imagery*, for helping others find and use their own images for each of Jung's four cognitive functions - sensing, intuition, thinking, and feeling. Through a series of case studies, readers are shown how to apply these inner images, along with the personalized type knowledge gained from them, to the practical concerns of daily life. Each of these images becomes a personal symbol with which to gain self-understanding and insight.

"Effective Teaching, Effective Learning - Making the Personality Connection in Your Classroom"

By: Alice M. Fairhurst & Lisa L. Fairhurst (1995) **Book No. 190**

Drawing on contemporary psychological insights, this book shows how both teaching and learning styles are rooted in the dynamics of personality. By opening the door to a whole range of teaching techniques addressing the personality needs of different students, this book will prove an invaluable aid to classroom teachers, parents, school psychologists, counselors, administrators, and all those concerned with contemporary educational issues. *Effective Teaching, Effective Learning* is filled with practical, concrete suggestions that clarify the strengths and weaknesses of different teaching and learning styles, that help teachers get more satisfaction out of teaching by identifying new ways to reach students with various learning styles, that match the different types of learners with the teaching approaches and materials most likely to work for them, and that provide specific steps for handling conflict, discipline, and academic and interpersonal issues.

"Hard Wired Leadership - Unleashing the Power of Personality to Become a New Millennium Leader"

By: Roger R. Pearman (1998) **Book No. 192**

This book provides the tools and step-by-step guidance you will need to evaluate your strengths, identify your blind spots, and plan a course of action for mastering the leadership competencies of the twenty-first century. The author presents a dynamic new way of thinking about leadership

as the book brings together the latest thinking on leadership and personality type to explore the key dimensions of leadership effectiveness: communication, problem solving, development, team building, and ethical behavior. Stories and real-life examples from the front lines of organizations illustrate how our mental processes - our habits of mind - influence our perception and decision making. These mental habits are what determine our success in leading or promoting leadership processes in groups and relationships.

"Answers to the Mommy Track - How Wives & Mothers in Business Reach the Top & Balance Their Lives"

By: Trudi Ferguson & Joan S. Dunphy (1992) **Book No. 193**

The real truth about women who are on the "mommy track" and haven't derailed! Based on a ten-year survey of women who have defied current "mommy track" myths, this book suggests that women and business will be better served by utilizing the unique qualities which have made these women so successful.

"POWER - The Infinite Game"

By: Michael F. Broom, Ph.D. & Donald C. Klein, Ph.D. (1995) **Book No. 194**

Learn how to utilize power, influence others, and achieve personal objectives in ways that are satisfying and productive for all. Grounded in an understanding of interpersonal, group, and organizational behavior, this book is written in an informal, conversational style. Each chapter is packed with practical and illuminating examples of the many uses and misuses of power. This book will show you how to increase your self-confidence and self-reliance; pursue personal and organizational goals that previously seemed unattainable; direct your intellectual, emotional, and physical energies in more knowing and effective ways; and resolve differences and disagreements more effectively.

"The Promise of Diversity - Over 40 Voices Discuss Strategies for Eliminating Discrimination in Organizations"

Coeditors: Elsie Y. Cross, Judith H. Katz, Frederick A. Miller, and Edith W.

Seashore NTL Institute (1994) **Book No. 195**

This book is a contemporary, future-focused business anthology that represents the views of over 40 leaders, researchers, and practitioners who are actively working to address issues of oppression and diversity in organizations. Their enlightening essays cover such topics as: throwing away the "melting pot" idea and regarding diversity as a strength; optimizing the value of individual difference through an organizational systems approach; developing cross gender partnerships; the white male's current position at the intersection of race and gender; sexual orientation as a workforce diversity issue; and the problems faced by white women and women of color.

"Developing Leaders - Research and Applications in Psychological Type and Leadership Development: Integrating Reality and Vision, Mind and Heart"

Editors: Catherine Fitzgerald & Linda K. Kirby (1997) **Book No. 198**

With 17 chapters contributed by leading practitioners and researchers, this volume provides current research findings and state-of-the-art applications for use of the Myers-Briggs Type Indication (MBTI) personality inventory in leadership and management development. The information in this volume will be invaluable to those who work with the MBTI - psychologists, consultants, trainers, and researchers - and expand the expertise of all those who are involved in executive coaching, leadership development, team building, management, and organizational change.

"Hot Buttons - How to Resolve Conflict and Cool Everyone Down"

By: Sybil Evans and Sherry Suib Cohen (2000) **Book No. 199**

This book is an essential handbook with can't-fail techniques on how to get what we want without alienating people - without pressing their buttons. Whether you're dealing with the office sadist, an unruly child, or the love of your life - conflict can be a killer. But here's the irony: Conflict can also work for you, can be an energizing, inspiring, even sexy force if you know how to harness it. This book shows you how; it offers very specific tools to soothe angry lovers, smooth the rough edges of workplace tension, choose harmony instead of anger between family and friends, and also defuse road rage, cell phone rage, supermarket-line rage, gym rage, restaurant rage, and other banes of this volatile twenty-first century. The author's easy-to-follow Five Step Formula is guaranteed to turn off hot buttons - yours or someone else's. Loaded with self-test quizzes, written with humor and empathy, this wise and reassuring book can be the spur that finally changes your life.

"What Counts - How Forward-Thinking Leaders Recognize and Reward Employees"

Published By: Franklin Covey - Win-Wins@Work Series (2000) **Book No. 206**

This book is specifically written for managers and executives who are looking for simple and informal ways to recognize and reward their employees for a job well done. It cuts to the heart of recognition with insightful quotes, doable ideas, practical tips, fun suggestions, and motivating sound bites from some of the most forward-thinking business leaders in the world. For those executives who think an occasional pat on the back will keep employees motivated and excited about their jobs, this is your wake-up call.

"FIRO"

Published By: Will Schutz(2002) **Book No. 208**

A Three Dimensional Theory of Interpersonal Behavior. "FIRO" stands for "Fundamental Interpersonal Relations Orientation" It is chosen as the title of this book because it signifies the basic idea that every person orients himself in characteristic ways toward other people, and the basic belief that knowledge of these orientations allows for considerable understanding of individual behavior and the interaction of people.

"Profound Simplicity"

Published By: Will Schutz (2002) **Book No. 209**

Foundations for a Social Philosophy. One of the first books to apply the learning's of the human potential movement to "real life" problems. The book reported a convergence among the major approaches to the human condition: psychological, spiritual, physical, and energetic.

"The Human Element"

Published By: Will Schutz (2002) **Book No. 210**

Productivity, Self Esteem and the Bottom Line. Author shows how to enhance our performance and improve our organizations by developing healthier concepts of ourselves and others. A personal development and leadership guide to creating a work environment where self-determination and openness are the rule.

"Breaking through the Glass Ceiling"

By: National Capital Area Chapter, American Society for Public Administration (2000) **Book No. 212**

A career guide for Women in government. A unique aspect of this career guide is that it represents the collective voluntary efforts of nearly 100 individuals and sixteen organizations. Each one of these people and organizations recognized the importance of providing women in the public sector with information about managing their careers, and so contributed time or other resources to produce this guide.

"Facilitation Skills for Team Leaders"

By: Donald Hackett, Charles L. Martin (2002) *Book No. 214*

Leading Organized Teams to Greater Productivity. This book is a practical, hands-on guide about teamwork in business not how to form teams or how to delegate to teams, but how to facilitate organized teams as they solve complex and challenging problems and as they develop innovative ways to enhance productivity.

"To Look like America"

By: Katherine C. Naff (2002) *Book No. 216*

Dismantling Barriers for Women and Minorities in Government
Naff's breaks new ground in examining barriers to equal opportunity in public employment and in identifying ways to promote a more representative bureaucracy.

"The Emotional Intelligence Activity Book"

By: Adele B. Lynn (2002) *Book No. 218*

The Emotional Intelligence Activity Book presents trainers with 50 innovative exercises to be used for either individuals or groups. Emotional Intelligence or E.I.- a person's ability to manage feelings and communicate with others-is said to be greater predictor of success in life and at work than I.Q. So it's no wonder that companies are bringing trainers and coaches in to help motivate and develop their employees' E.I. skills, as well as encouraging managers to do the same.

"The New Birth Order Book, Why you are the way you are"

By: Dr. Kevin Leman (2002) *Book No. 220*

As you'll see in this book, your birth order powerfully influences who you are, who you marry, the job you choose, and the kind of parent you are. Completely rewritten and expanded, Dr. Leman's classic will help you understand yourself, how to get along better with others, and how to be more successful in the workplace.

"Seasons of Hope"

By: Richard C. Jackson (2002) *Book No. 221*

This book offers a look at Richard Charles Jackson, a man with schizophrenia in remission, written from his point of view. His hope is to help educate people about a terrible emotional and mental illness which plaques tens of millions of people across America.

"Power-The Infinite Game"

By Michael F. Broom and, Donald C. Klein (1999) *Book No. 224*

Learn how to utilize power, influence others, and achieve personal objectives in ways that are satisfying and productive for all. Grounded in an understanding of interpersonal, group, and organizational behavior, this book is written in an informal, conversational style. Each chapter is packed with practical and illuminating examples of the many uses and misuses of power.

"The Birth Order Connection-Finding and Keeping the Love of Your Life"

By Dr. Kevin Leman (2001) *Book No. 225*

No longer will you need to waste your time with incompatible dates, hoping you'll eventually find someone who fits. Instead, learn how to recognize your perfect match and experience love as it's meant to be!

"New Vision New Reality-A guide to unleashing Energy, Joy and Creativity in your life"

By: Donald C. Klein with Kathleen Morrow (2001) *Book No. 226*

Presents a promising new approach to realizing our human potential by reclaiming our birthright to energy, joy, and creativity.

"The Skilled Facilitator-New and revised"

By: Roger Schwarz (2002) *Book No. 228*

This book is a classic work for consultants, facilitators, managers, leaders, trainers, and coaches-anyone whose role is to guide groups toward realizing their creative and problem-solving potential. It provides the essential materials for facilitators and includes simple but effective ground rules for group interaction. Filled with illustrative examples, the book contains proven techniques for starting meetings on the right foot and ending them positively and decisively

"Flip Chart Power"

By: Bonnie E. Burn ((1996) *Book No. 230*

Professional trainer shares her secrets for turning boring presentations into lively interactive, and results-oriented sessions using a variety of innovative flip chart techniques. This book explains how to use flip charts to brainstorm, lead discussions, increase retention, and fully engage an audience.

"The Five Dysfunctions of a Team"

By: Patrick Lencioni (2002) *Book No. 231*

The five dysfunctions that go to the very heart of why teams-even the best ones-often struggle. The author outlines a powerful model and actionable steps that can be used to overcome these common hurdles and build a cohesive, effective team. The author has written a compelling fable with a deceptively simple yet powerful message for all those who strive to be exceptional team leaders

"Performanced-Based Management-What Every Manager should do to get results"

By: Judith Hale (2004) *Book No. 232*

Performanced-Based Management recognizes that deficiencies exist and focuses on those things that first-line managers and supervisors can do to be more effective.

"Intervention Skills-Process Consultation for Small Groups and Teams"

By: W. Brendan Reddy, Forward by J. William Pfeiffer (1994) **Book No. 233**

Whether you're a seasoned consultant looking for ways to improve your skills, or about to launch your career as a process consultant you will find a wealth of invaluable information in this powerful book. Written by a leader in small-group dynamics, this reader-friendly guide presents a focused, integrated framework for intervening in groups.

"Diversity In Corporate America"

By: Carrington & Carrington, Ltd. (2003) *Book No. 234*

This book provide direct access to diversity executives at 700 leading U.S. companies. The book have been designed to be an invaluable resource and a frequently-used tool for anyone dedicated to diversity-related issues including; human resource executives, public relations specialists, executive search consultants, management consultants, and even career-minded students who want to identify companies which are dedicated to making the most of diverse talents

"Mentoring Dilemmas"

By: Audrey Murrell, Faye Crosby, Robin Ely (1999) **Book No. 237**

Presenting the latest concepts and empirical work on questions of developmental relationships in organizations. A number of noted researchers discuss what scholars have

found and are now finding to be true about mentors within their various roles in today's colleges and businesses.

"The Character of Leadership"

By: Michael Jenkins and Deborah Bradshaw Jenkins (1998) **Book No. 238**

The book is a compelling tutorial in the use of pragmatic and principled politics that will help individuals become better leaders. This book gives readers a viable approach to rethinking the practice of leadership. The book helps them examine their current practice and the organizations they serve, reflect on their character as leaders, and gain political skills for value-rich leadership

"The Working Poor"

By: David K. Shipler (2004) **Book No. 244**

The author makes clear in this powerful, humane study, the invisible poor are engaged in the activity most respected in American ideology-hard, honest work. But their version of the American Dream is a nightmare: low-paying, dead-end jobs; the profound failure of government to improve upon decaying housing, health care, and education; the failure of families to break the patterns of child abuse and substance abuse. The author exposes the interlocking problems by taking us into the sorrowful, infuriating, courageous lives of the poor-white and Black, Asian and Latino, citizens and immigrants. This impassioned book not only dissects the problems, but makes pointed, informed recommendations for change. It is a book that stands to make a difference

"Beyond the Myths and Magic of Mentoring"

By: Margo Murry (2001) **Book No. 245**

This classic book meets the demands of today's complex and competitive organizations. Filled with real-life examples illustrating what works and what doesn't, this invaluable resource provides both sample models and specific guidelines for designing, implementing, and evaluating a facilitated mentoring process within any type of organization. A wealth of helpful suggestions on how to be a mentor, find a mentor and what to do to make the mentoring relationship work makes this book essential reading for anyone with an interest in mentoring

"Performance-Based Management"

By: Judith Hale (2004) **Book No. 247**

This book recognizes that deficiencies exist and focuses on those things that first-line managers and supervisors can do more effectively. It helps managers not only understand what people require to be effective in the workplace, it provides them with tools to assess organizational factors, identify barriers to performance, and convene and direct the appropriate resources to improve workplace performance

"Making Diversity Work"

By: Sondra Theideman (2003) **Book No. 253**

This book offers a prescription for defeating bias in the workplace by shifting the dialogue from blame and finger pointing to the responsibility everyone-executives, managers, HR professionals, and frontline employees-shares to successfully rid the workplace of harmful bias

"Walk the Talk"

By: Eric Havey and Al Lucia (1995) **Book No. 255**

This book is about living out our convictions and dealing with our contradictions. Whether the deed or the company is large or small, there is little that goes unnoticed. This book asks us to look inside-inside ourselves and inside the workings of our organizations. It invites us to slow down and take stock of our resources. It espouses honesty and integrity but goes even deeper-calling us to be better stewards of both our corporation and individual lives

"Transsexual Workers"

By: Janis Walworth (1998) **Book No. 257**

This clear and concise book answers the questions we have heard employers ask time and time again. It offers reasonable solutions to common problems transitioning people can have in the workplace and provides many suggestions to help employers move their staff smoothly through this experience. This book calms the tabloid hysteria surrounding the topic so we can all get back to work together, and benefit from the unique perspectives of transgender people

"Generations At Work"

By: Ron Zemke, Claire Raines and Bob Filipczak (2000) **Book No. 258**

This book provides creative insights and solutions to issues of recruitment and motivation of the workforce, one of the biggest challenges in our industry today. It explores the problems, pressures, and opportunities of the mixed generation workforce and workplace

"Joining the Entrepreneurial Elite"

By: Olaf Isachsen (1996) **Book No. 261**

This book brings us closer to the understanding of just what entrepreneurs do to succeed, how they do it, and, importantly, why they choose such a difficult path

"Empowerment For High-Performing Organization"

By: Bill Guillory and Linda Galindo (1996) **Book No. 262**

This book is intended to clarify much of the mystery and confusion associated with empowerment

"Threats Pending Fuses Burning"

By: Dennis A. Davis (1997) **Book No. 263**

This book addressing the growing incidence of violence at work, examines why certain individuals resort to violence and offers guidelines for predicting who in an organization is most likely to become violent

"Lean & Meaningful"

By: Roger E. Herman and Joyce L. Gioia (1998) **Book No. 264**

This book was written to provide you with the insights and role models, or at least road signs to assist you in your transition

"Human Resource Champions"

“By: Dave Ulrich **Book No. 265**

This book will change the role of human resource professionals in the organization and reshape the field for years to come

“**The Only Thing That Matters**”

By: Karl Albrecht **Book No. 266**

This book is an attempt to describe what we’ve learned so far about marketing, managing, and delivering in the new era of customer value

“**Up Is Not The Only Way**”

By: Dr. Beverly L. Kaye (2001) **Book No. 269**

A concise map created for the career development practitioner, this book was written to help you design and implement a career development effort that meets the specific needs of your organization. In an easy-to-read format it provides a general overview of all of the steps required to successfully complete the process—from the initial conceptualization through program implementation. This book will highlight six distinct stages that together comprise an effective career development effort. Each stage by itself contributes substantially to the organization and to the development of individual participants, but together the stages become synergistic

“**Fish**”!

By: Stephen C. Lundin, Harry Paul and John Christensen (2000) **Book No. 271**

This book is not just a book about business or boosting morale and motivating employees. It’s a book about Life. It’s a book about how we should live our daily life and how we interact with family members, friends, and people we meet on the street. A remarkable way to boost morale and improve results

“**Service America**”!

By: Karl Albrecht and Ron Zemke (1985) **Book No. 272**

This book alert forward-thinking business people, especially executives and middle managers, to the potential of this new competitive weapon of service quality. It isolate some of the key factors that govern service quality, and offer examples of organizations that manage service well and of some that manage it poorly. Also, the book highlight a critical gap which we feel exists in current management thinking

“**The AMA Handbook of E-Learning**”

By: George M. Piskurich (2003) **Book No. 273**

This book is complete reference that can provide you with the ability to make decisions concerning the applicability of the various aspects of e-learning to your situation, the knowledge to use the concepts as appropriate, and guidance on where you go to obtain more information if it is needed

“**You Just Don’t Understand**”

By: Deborah Tannen (2001) **Book No. 274**

This is the book that brought gender differences in ways of speaking to the forefront of public awareness. With a rare combination of scientific insight and delightful, humorous

writing, it shows by women and men can walk away from the same conversation with completely different impressions of what was said

"Managing Diversity (People Skills for a Multicultural Workplace"

By: Norma Carr-Ruffino (2003) **Book No. 275**

This book can do more for you than just provide information about changes in the multicultural workplace. It provides tools for you to change your life-if you choose to raise your awareness, change limiting beliefs, and adopt new success strategies. Transformation, or lasting change, can only take place at the level of belief, so this book is design to help you open up your worldview—and therefore transform it . Such transformation will open up richer relationships with people who hold quite different worldviews

"Chemical Sensitivity “ (A Guide To Coping with Hypersensitivity Syndrome, Sick Building Syndrome and Other Environmental Illnesses)

By: Bonnie L. Matthews (1992) **Book No. 276**

In this book, the author focuses on the physical end of the spectrum; for a lay audience, she lucidly amasses the available data in way that will lift a heavy and lonely burden from those who suffer not only from the symptoms of chemical sensitivity, but from the psychological weight placed upon their shoulders by too many doctors who, failing to treat them, have blamed the victim

"Casualties of Progress” (Personal Histories from the Chemically Sensitive)

By: Gunnar Heuser (2000) **Book No. 277**

In this book the author has collected case histories of patients with a history of chemical injury and resultant sensitivity to chemicals in even very low concentrations

"The Virtual Office Survival Handbook

By: Alice Bredin (1996) **Book No. 278**

What telecommuters and entrepreneurs need to succeed in today’s nontraditional work place: such as: creating your virtual office, overcoming the challenges of working alone, separating personal and business life, preserving your professional image and maintaining visibility

"Advancing African-American Women in the Workplace: What Managers Need to Know”

By: Catalyst (2004) **Book No. 281**

This book released a continuous stream of research that sheds light on the career experiences of women of color in corporate management. Through widely-disseminated research reports, speaking engagements, events, and media interviews, the author has raised corporate America’s level of awareness on this issue.

"Telecommuting Success”

By: Michael J. Dziak (2001) **Book No. 282**

This book is specifically for the telecommuter employed by an organization. It discusses the issues unique to employees who work-or would like to work-away from the main

office full-time, part-time or sometimes. This book's distinctive focus gets telecommuting employees plugged in, productive and promotable.

"Voices of Diversity"

By: Renee Blank and Sandra Slipp (1994) **Book No. 284**

This book is written from the perspectives of and through the voices of group members who feel that it is extremely important that their experiences and perspectives be known, because these can have a direct impact on how they are viewed and treated in the workplace. A major theme of this book is that many people may unintentionally or subconsciously behave in a way that has a negative effect on others. This is a how-to book for all workers, but especially for supervisors and managers. It explains how to cope with the most typical and difficult interactions that occur within a diverse workforce.

"Managing Human Behavior in Public and Nonprofit Organizations"

By: Robert B. Denhardt, Janet Vinzant Denhardt and Maria P. Aristigueta (2002) **Book No. 285**

This book covers all of the essential topics in management and organizational behavior, but it does so from the perspective of public and non-profit management. There are three themes that are central: (1) the importance of understanding the behavior, motivations, and actions of individuals in the public service; (2) a focus on the distinctiveness of management and leadership in public organizations and (3) an emphasis on students learning not only from reading but also from their own experiences.

"Leadership in Nonprofit Organizations"

By: Barry Dym and Harry Hutson (2005) **Book No. 286**

This is a book about exemplary leadership, which, in any society, is a precious resource that must be identified, nurtured, and celebrated. Good leadership can be found in both corporate and nonprofit organizations, though in corporate forms are generally taken as our culture's ideal—widely researched, broadly revered, and, as we see it, routinely misapplied to nonprofit organizations.

"Advancing Latinas in the Workplace: What Managers Need to Know"

By: Catalyst (2003) **Book No. 288**

The author has released a stream of research that sheds light on the career experiences of Latinas women in corporation management. Through widely-disseminate research reports, speaking engagements, events, and media interviews, the author has raised corporate America's level of awareness on this topic.

"Advancing Asian Women in the Workplace: What Managers Need to Know"

By: Catalyst (2003) **Book No. 289**

The author has released a stream of research that sheds light on the career experiences of Asian women in corporation management. Through widely-disseminate research reports, speaking engagements, events, and media interviews, the author has raised corporate America's level of awareness on this topic.

"Building on the Promise of Diversity"

By: R. Roosevelt Thomas, Jr. (2006) **Book No. 291**

This book is for leaders of all kinds who are frustrated with their own, their organization's, or their country's inability to cope with diversity. They want to see the promise of diversity fulfilled.

"Leaders on Leadership"

By: Warren Bennis (1992) **Book No. 292**

This thought-provoking collection of interviews from the Harvard Business Review indicates that many of the leaders of major corporations around the world-as well as government leaders- have practiced ACE and have moved their organizations to share their theory and in real life. It is examples of what effective leadership is and how firms are successfully adapting to change. The sixteen leaders interviewed answer to pointed questions about their styles and decisions, all are articulate about their strategies and what needs to be done to implement them. They are frank about what hasn't worked. These leaders are not only thinkers, but also doers, having the crucial ability to establish a sense of purpose up and down their organizations-a shared vision.

"Reengineering Management"

By: James Champy (1996) **Book No. 293**

This book was written to improve business performance by showing managers how to revolutionize their key operational processes-product development. This book is not about operational processes. It is about managing, written for managers and by a manager. It is about changing our managerial work, the way we think about, organize, inspire, deploy, enable, measure, and reward the value-adding operational work. It is about changing management itself.

"Leadership and The New Science"

By: Margaret J. Wheatley (1994) **Book No. 294**

The author takes the reader on mind-opening journey into the "new science"- the revolutionary discoveries in quantum physics, chaos theory, and biology that are changing our understanding of the universe. The author applies these scientific concepts to offer new light on the fundamental issues of organizing work, people and life including: How can we find order in a chaotic world? How is order different from control? How can we create more participative, open, and adaptive organizations? How can we reconcile individual autonomy and organizational control? What leads to organizational growth and self-renewal instead of decline and death?

"Distance Learning" A Step-by-Step Guide for Trainers"

By: Karen Mantyla and J Richard Gividen (1997) **Book No. 295**

This book is designed to provide you with a step-to-step focus on the key areas that will help you achieve success in distance learning initiatives and results. It is not intended to provide you with every detail for every aspect of distance learning. Many trainers who apply the practices and principles recommended here will save between six and 12 months of effort in implementing their own distance learning program.

"Paradoxical Thinking"

By: Jerry Fletcher and Kelle Olwyler (1997) **Book No. 296**

This book provides a 5-step process to help you identify your own core personal contradictions, and harness them to achieve outstanding results at work and in your personal life.

"Built To Last"

By: James I. Porras and James C. Collins (1997) **Book No. 297**

This is a book about something far more important, enduring, and substantial. This is a book about visionary companies. What is visionary company? Visionary companies are premier institutions—the crown jewels—in their industries, widely admired by their peers and having a long track record of making a significant impact on the world around them.

"The Process of Excelling"

By: Roger E. Herman (1997) **Book No. 298**

This book is ideal for senior executives who have lost their way, for middle managers who need a practical refresher, and for the new supervisor who's trying to figure out what to do.

"Rekindling Commitment"

By: Dennis T. Jaffe, Cynthia D. Scott and Glenn R. Tobe (1994) **Book No. 299**

This book is your road map to becoming the CEO of your own job and a leader for organizational change. Arguing that the responsibility for renewing the vital bond of trust and commitment is far too important a task to be left to senior management, this book shows how you can secure your own future—and the future of your organization—by responding actively, creatively, and effectively to the new demands of the organization in flux. It demonstrates why how—more than ever—we must take responsibility for becoming leader of change rather than waiting for our organizations to take the first step.